



SAN DIEGO COUNTY TRANSFER OF CARE REPORT APRIL 2018

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San Diego County Transfer of Care Report, April 2018

Introduction

Emergency medical services systems (EMS), hospitals and their emergency departments (ED), are fundamental components of San Diego County's health care delivery network. Together they provide the County's safety net for health care with 24/7 access to emergency health care services. San Diego County's hospital ED volume has grown substantially by 40 percent between 2006 and 2016, and presently San Diego County's hospitals average more than one million visits per year (as reported by hospitals to the Office of Statewide Health Planning and Development). The availability and effective functioning of the EMS system and the EDs are of vital importance to all San Diegans.

A significant concern among emergency medical services and emergency departments in San Diego County is ambulance patient offload delays (also called wall-time). Offload delays in EDs can cause extensive wait times for patients, while also impacting resource availability for hospitals and EMS providers that serve their community for emergency response.

The purpose of this report is to quantify offload times by various factors in an attempt to inform relevant community groups, hospitals, EMS agencies, County staff, and the general public as to the level and occurrence of offload delays occurring throughout the County so that necessary steps may be taken to alleviate specific offload delay issues.

(This introduction was adapted from the California Hospital Association's Toolkit to Reduce Ambulance Patient Offload Delays in the Emergency Department.)

NOTE: For ambulance patient offloads in which a transfer of care time is not established, the ambulance unit's "Cleared Destination" time is used to calculate offload time.

Transfer of Care Compliance: TOC compliance is defined by the percent of ambulance offloads in which a valid transfer of care time is entered into the approved TOC application located on the medic device (or hospital computer if the medic device is unavailable).

Rankings: San Diego County Emergency Departments are ranked based on the percent of offloads that are under 30 minutes. San Diego County Ambulance Response Zones are ranked by TOC compliance.

San Diego County Transfer of Care Report, April 2018

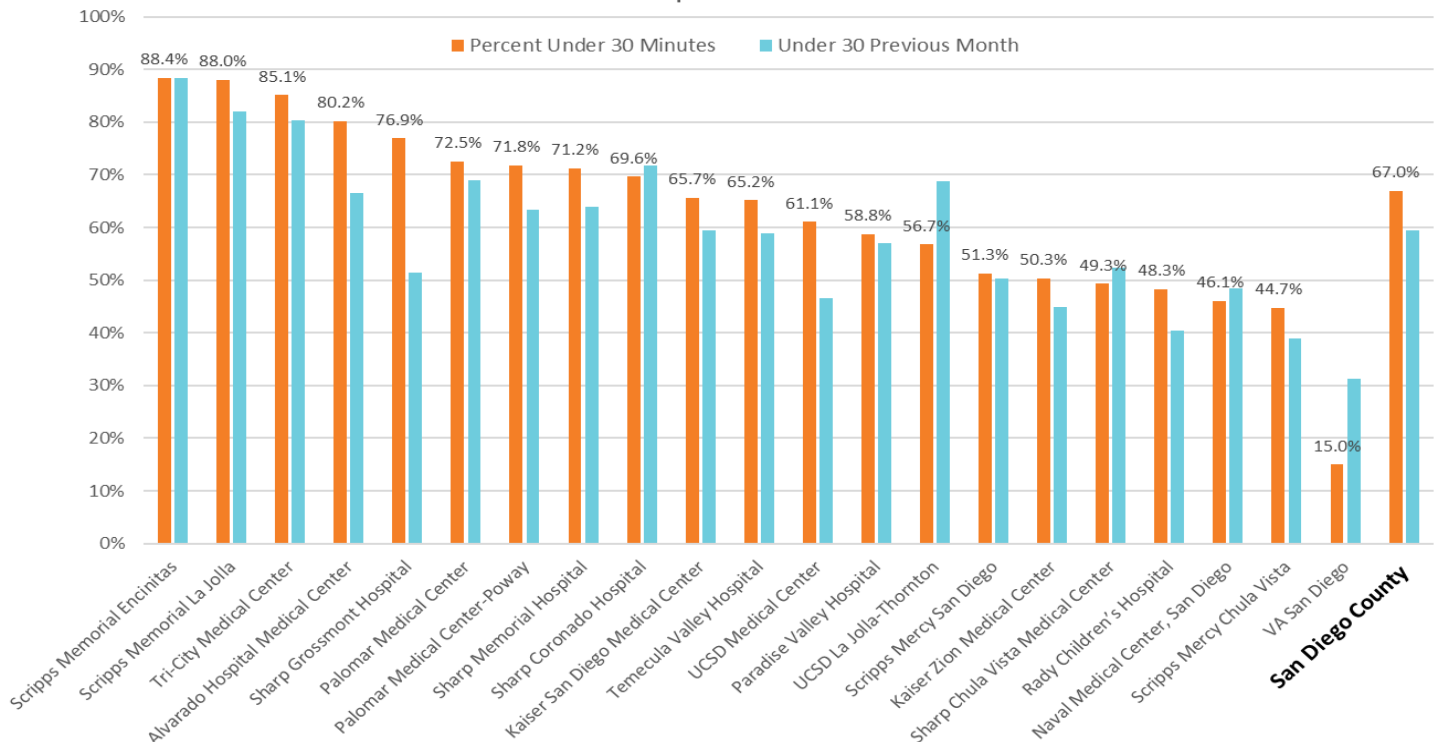
Transfer of Care Data, Separated by San Diego County Emergency Department

Table 1. Offload Times and TOC Compliance for San Diego County Emergency Departments, April 2018

Emergency Department	Rank	Total Offloads	Percent Under 30 Minutes	Under 30 Previous Month	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance
Scripps Memorial Encinitas	1	688	88.4%	88.4%	75.7%	11.7	31.5	77.0%
Scripps Memorial La Jolla	2	938	88.0%	82.0%	77.5%	8.9	30.7	80.8%
Tri-City Medical Center	3	1,075	85.1%	80.3%	61.3%	17.5	35.8	88.1%
Alvarado Hospital Medical Center	4	359	80.2%	66.6%	65.7%	13.8	38.5	74.1%
Sharp Grossmont Hospital	5	1,889	76.9%	51.4%	62.9%	13.3	43.1	77.9%
Palomar Medical Center	6	699	72.5%	69.0%	54.2%	18.0	48.9	78.8%
Palomar Medical Center-Poway	7	380	71.8%	63.4%	49.7%	20.1	39.6	40.5%
Sharp Memorial Hospital	8	1,519	71.2%	63.9%	59.1%	14.1	43.7	65.6%
Sharp Coronado Hospital	9	135	69.6%	71.8%	46.7%	21.4	37.6	29.6%
Kaiser San Diego Medical Center	10	134	65.7%	59.5%	39.6%	23.9	47.1	45.5%
Temecula Valley Hospital	11	89	65.2%	58.9%	44.9%	22.0	51.8	67.4%
UCSD Medical Center	12	1,303	61.1%	46.5%	42.5%	24.3	45.3	57.6%
Paradise Valley Hospital	13	485	58.8%	57.1%	36.1%	27.5	50.9	39.0%
UCSD La Jolla-Thornton	14	252	56.7%	68.8%	35.3%	28.4	41.0	30.6%
Scripps Mercy San Diego	15	1,402	51.3%	50.3%	35.7%	29.9	50.1	40.9%
Kaiser Zion Medical Center	16	658	50.3%	44.8%	30.7%	29.9	56.0	47.6%
Sharp Chula Vista Medical Center	17	710	49.3%	52.4%	29.7%	30.2	57.8	45.9%
Rady Children's Hospital	18	356	48.3%	40.5%	24.2%	30.1	51.5	18.8%
Naval Medical Center, San Diego	19	154	46.1%	48.5%	22.7%	30.3	41.8	8.4%
Scripps Mercy Chula Vista	20	856	44.7%	38.9%	20.4%	31.0	52.0	26.4%
VA San Diego	21	20	15.0%	31.3%	5.0%	33.0	50.9	5.0%
San Diego County Total		14,101	67.0%	59.4%	49.5%	20.4	45.4	59.4%

Figure 1

Percent of Offload Times Under 30 Minutes by San Diego County Emergency Department



Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2018.

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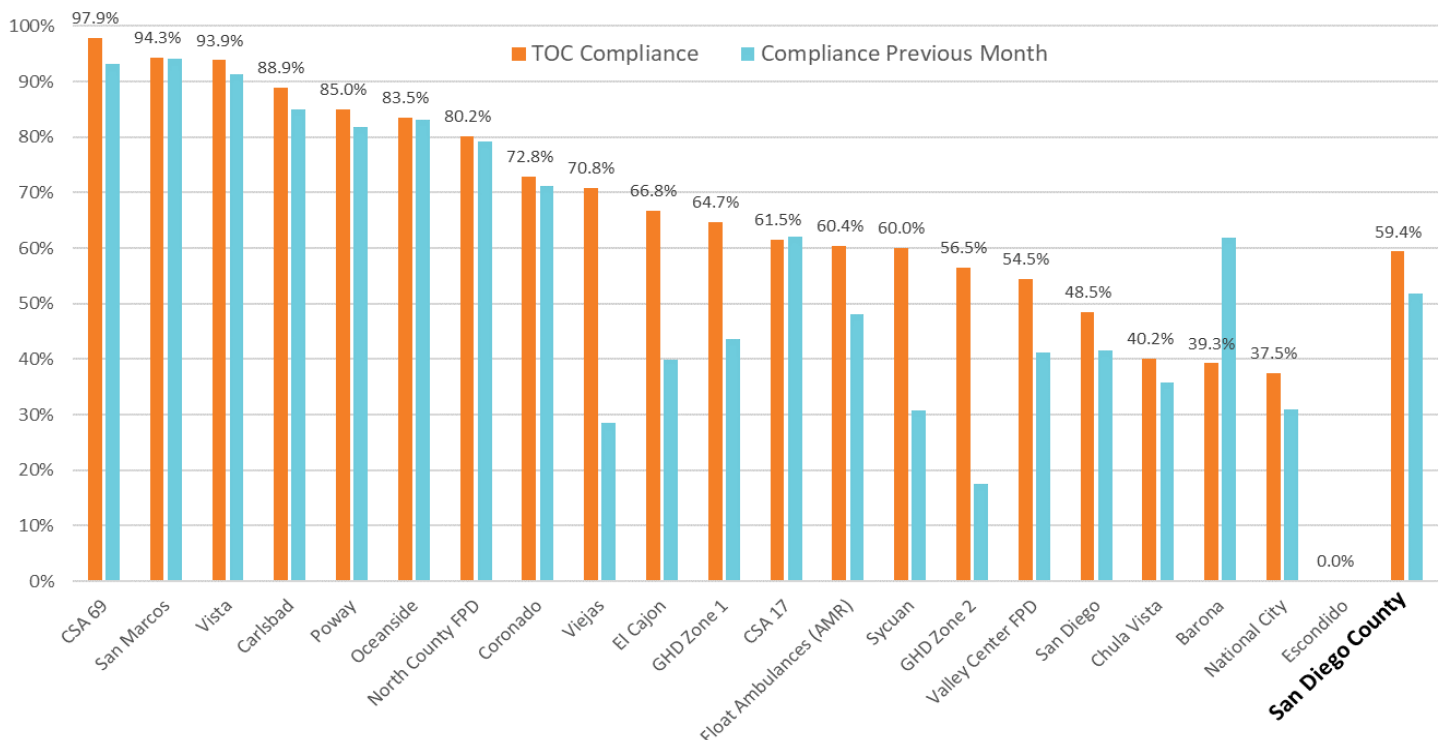
Transfer of Care Data, Separated by San Diego County Ambulance Response Zone

Table 2. Offload Times and TOC Compliance for San Diego County Ambulance Response Zones, April 2018

Ambulance Response Zone	Rank	Total Offloads	Percent Under 30 Minutes	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance	Compliance Previous Month
CSA 69	1	749	89.9%	78.4%	10.9	30.2	97.9%	93.3%
San Marcos	2	439	82.2%	64.5%	15.4	40.4	94.3%	94.0%
Vista	3	537	87.3%	64.6%	16.9	34.1	93.9%	91.3%
Carlsbad	4	325	92.9%	81.8%	11.5	27.7	88.9%	84.9%
Poway	5	147	89.8%	78.2%	9.6	30.5	85.0%	81.9%
Oceanside	6	613	84.7%	62.8%	16.8	35.1	83.5%	83.1%
North County FPD	7	116	69.8%	53.4%	19.3	52.7	80.2%	79.1%
Coronado	8	81	91.4%	74.1%	11.7	26.7	72.8%	71.2%
Viejas	9	48	70.8%	54.2%	14.5	45.8	70.8%	28.6%
El Cajon	10	798	66.7%	53.5%	18.4	53.7	66.8%	39.9%
GHD Zone 1	11	842	74.9%	56.2%	17.3	46.3	64.7%	43.7%
CSA 17	12	400	83.5%	66.3%	14.8	34.8	61.5%	62.1%
Float Ambulances (AMR)	13	444	54.3%	39.6%	27.9	55.2	60.4%	48.1%
Sycuan	14	25	84.0%	60.0%	10.9	38.3	60.0%	30.8%
GHD Zone 2	15	85	72.9%	55.3%	17.7	45.1	56.5%	17.5%
Valley Center FPD	16	156	55.8%	42.9%	25.5	57.0	54.5%	41.1%
San Diego	17	6,624	59.9%	42.8%	25.3	44.5	48.5%	41.6%
Chula Vista	18	1,215	52.2%	31.4%	29.1	53.6	40.2%	35.8%
Barona	19	28	89.3%	64.3%	16.2	31.1	39.3%	61.9%
National City	20	427	61.4%	33.5%	26.0	49.5	37.5%	31.0%
Escondido	21	2	50.0%	0.0%	143.5	257.2	0.0%	0.0%
San Diego County Total		14,101	67.0%	49.5%	20.4	45.4	59.4%	51.8%

Figure 2

TOC Compliance by San Diego County Ambulance Response Zone



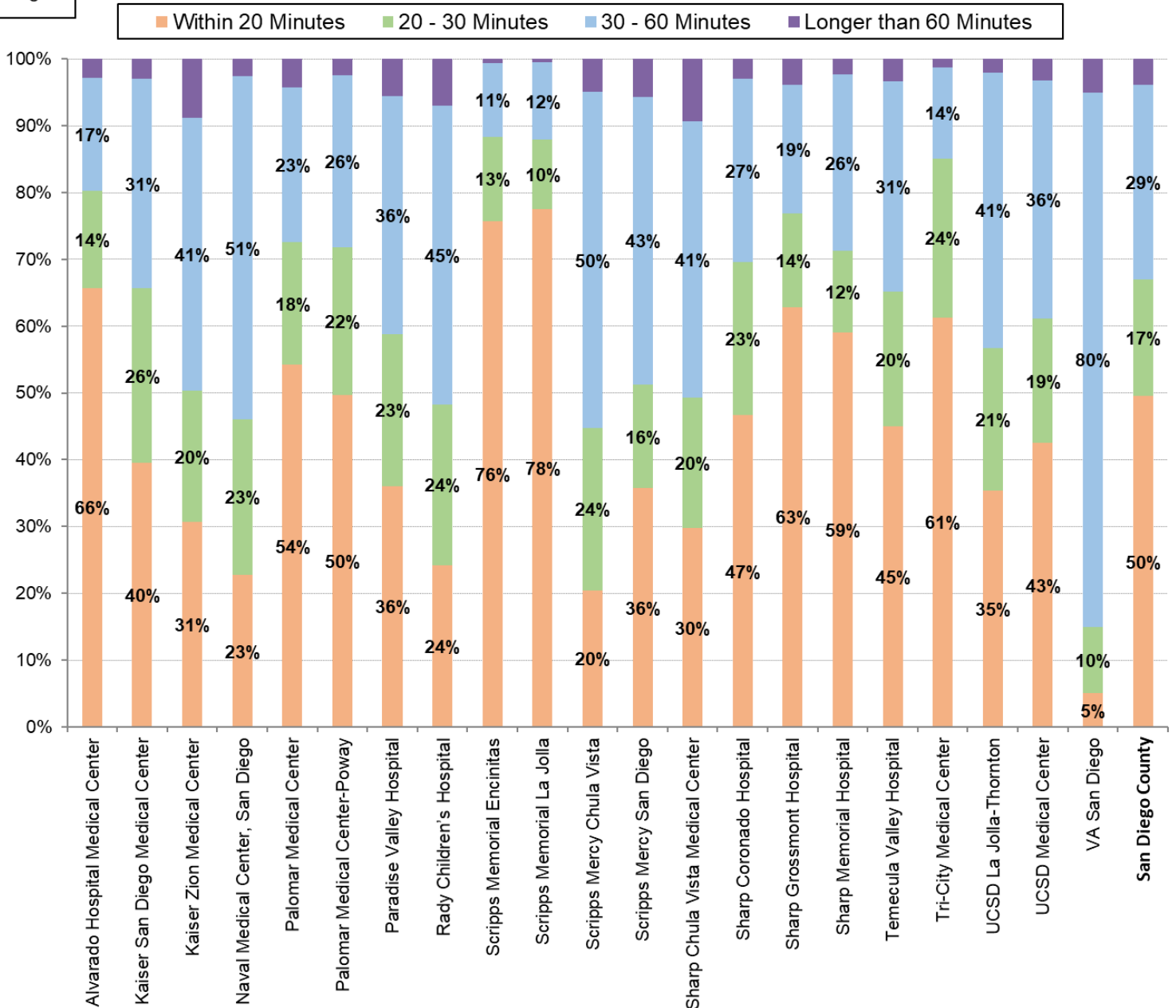
Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2018.

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Transfer of Care Data by Patient Offload Time Category

Figure 3

Distribution of Offload Times by San Diego County Emergency Department



Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2018.